

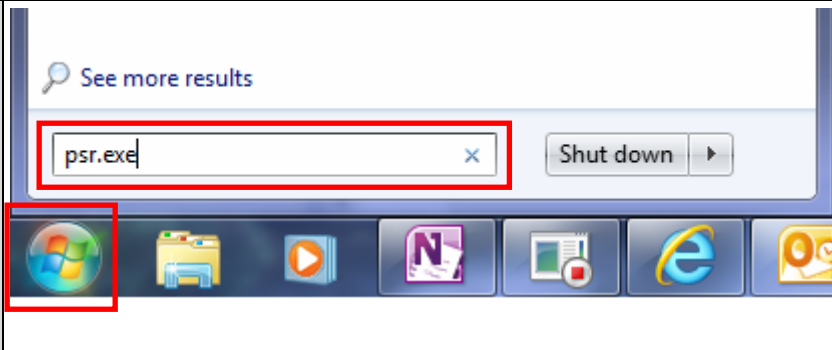

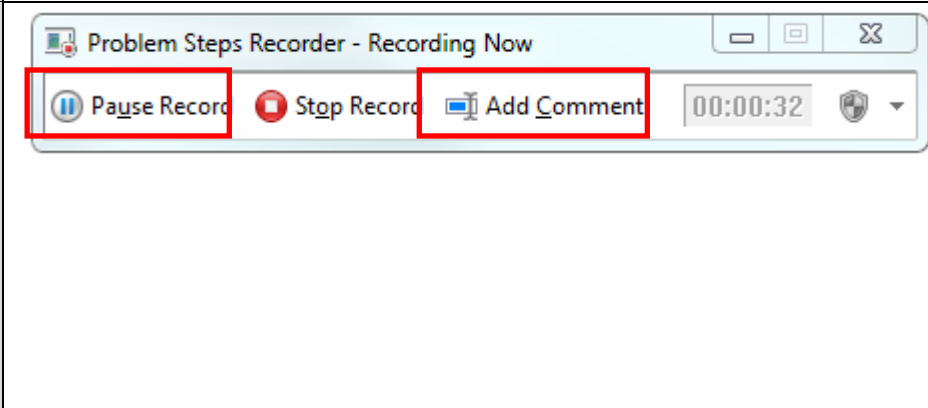


## Troubleshooting Windows 7 – Use Problems Step Recorder

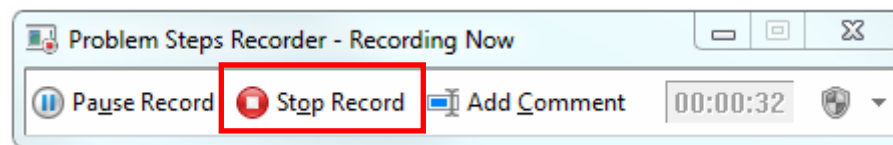
This document provides step-by-step instructions on how to use Problem Steps Recorder with a Computer for Teachers laptop.

Problem Steps Recorder is an inbuilt utility in Windows 7 which captures the 'problem steps' with screenshots and troubleshooting information to assist the Service Centre with fault identification and troubleshooting. Providing this information can greatly assist the Service Centre in resolving the issue.

## Using Problem Steps Recorder Tool

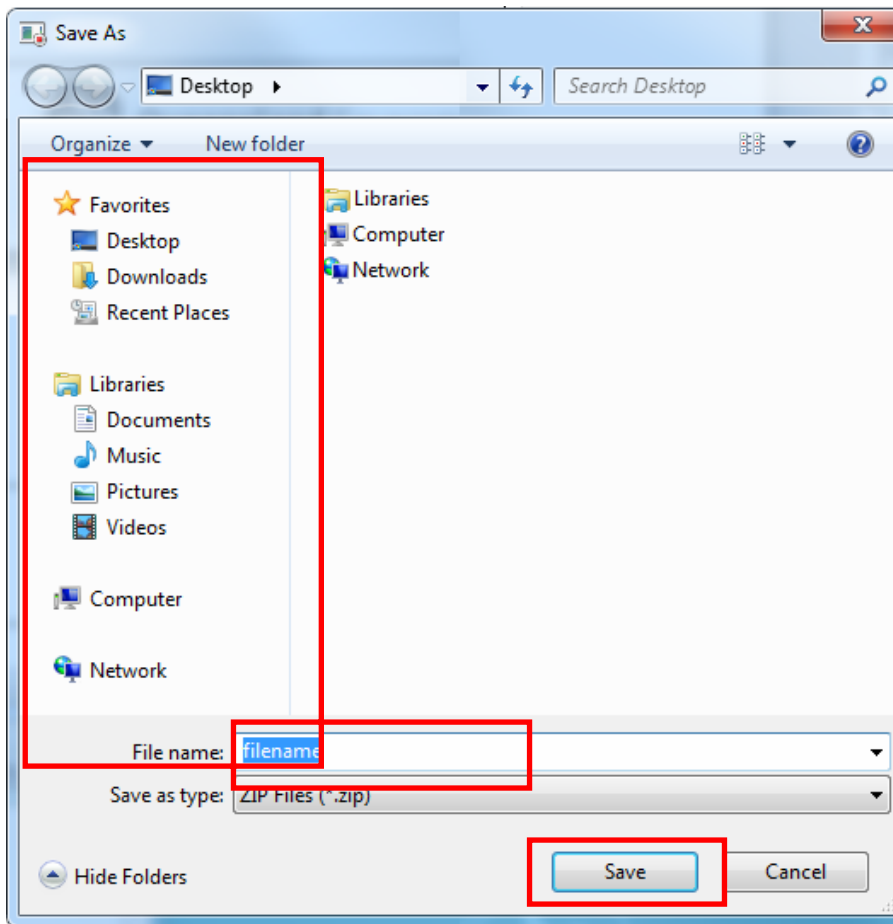
<p>1. Click <b>Start</b> at the bottom left-hand corner of your desktop. Type <b>psr.exe</b> in the start-menu search box and hit the <b>Enter</b> key.</p>	
<p>2. In the <b>Problem Steps Recorder</b> interface, click on the <b>Start Record</b> button.</p>	
<p>3. The program is now capturing your mouse movements, screen-shots of menus, windows and interactions.</p> <p>During the process of recording, you can add comments for the attention of the Service Centre by clicking the <b>Add Comment</b> button. Capturing can be paused by using the <b>Pause Recording</b> button.</p>	

4. Press **Stop Record** to save the captured steps.



5. Enter the required filename in the **File name:** box and select the save location in the folder structure to the left. Click **Save** to complete.

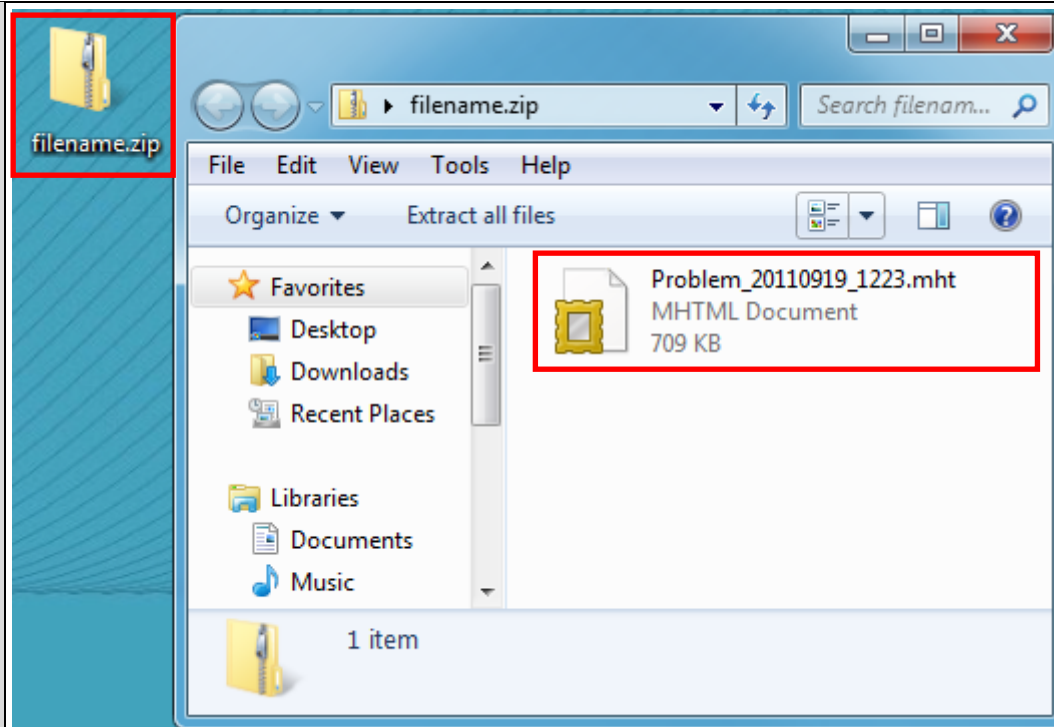
The example shown is saving the file as 'filename' to the desktop.



6. Double click the .zip file you created to open the file.

The tool will save the recording as an MHTML Document (.mht) in a Zip archive.

Double click the **.mht** file to open the file.



7. The report will open in Internet Explorer showing the detailed steps that you recorded.

The tool also includes application name, version, and other details important for troubleshooting.

Check the contents of the file to ensure this correctly captures the problem.

## Recorded Problem Steps

This file contains all the steps and information that was recorded to help you describe the problem to others. Before sharing this file, you should verify the following:

- The steps below accurately describe the problem.
- There is no information below or on any screenshots that you do not want others to see.

Passwords or any other text you typed were not recorded, except for function and shortcut keys that you used. You can do the following:

- [Review the recorded problem steps](#)
- [Review the recorded problem steps as a slide show](#)
- [Review the additional details](#)

## Problem Steps

**Problem Step 1: (22/08/2011 12:43:45 PM) User left click on "New (push button)" in "Snipping Tool"**



8. Email the [ServiceCentre@DETA.qld.gov.au](mailto:ServiceCentre@DETA.qld.gov.au) with the file attached with a description of the problem in the body of the email.

If you have any difficulties completing the steps outlined in these instructions, please contact the Service Centre on 1800 680 445 or email [ServiceCentre@DETA.qld.gov.au](mailto:ServiceCentre@DETA.qld.gov.au).